

Privacy Policy

Keep Connected Privacy Policy explains how we handle your personal information. We'll update this policy when our information handling practices change.

Keep Connected is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The National Privacy Principles (NPPs) govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at www.aaic.gov.au

What is Personal Information

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include: names, address, telephone number and email address, and relevant information such as subjects recently discussed, birthdays, etc.

What is Sensitive Information

Sensitive information is a subset of personal information and includes information or an opinion about your racial or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, sexual orientation, criminal record, health information, genetic information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law.

How we collect information

This Personal Information is obtained in many ways including by online portal, conversations by telephone or in person, correspondence, social networking services.

Why we collect information

We collect your Personal Information for the primary purpose of providing our services to you, where it is reasonably necessary for, or directly related to, one or more of our functions or activities. We may also use

your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

Disclosure of Personal Information

Your Personal Information may be disclosed in a number of circumstances including where required or authorised by law.

How your personal information is stored

We take reasonable steps to protect your personal information against misuse, interference and loss, and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of seven years.

Access to your Personal Information

You have the right to both ask:

- for access to personal information that we hold about you
- that we correct personal information we hold about you.

Keep Connected will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information we may require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is up to date. We will take reasonable steps to make sure that your Personal Information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy please contact us at:

Email: info@keepconnected.com.au

Phone: +61 3 7009 3410